

Abstract

[0037] A method and a Virtual Queuing Support System (VQSS) for optimizing end-user service for clients waiting for a service request to be responded and who are registered in various virtual queues of the VQSS. End-users register in a virtual queue of the VQSS, which monitors the status of the queues and the status of the service agents.

5 When a parameter such as the number of users in a queue or the expected waiting time exceeds a pre-set threshold, the VQSS reassigns end-users from the problematic queue, and/or re-assigns service agents from other queues to the problematic queue. The VQSS comprises a memory storing the virtual queues, and a processor for managing the virtual queues.